

ABSTRACT OF THE DISCLOSURE

A software system business-to-business Web commerce (Web business, or e-business) and automates to the greatest degree possible, in a unified and synergistic fashion and using best proven business practices, the various aspects of running a successful and profitable business. Web business and business automation are both greatly facilitated using a computing model based on a single integrated database management system (DBMS) that is either Web-enabled or provided with a Web front-end. The Web provides a window into a "seamless" end-to-end internal business process. The effect of such integration on the business cycle is profound, allowing the sale of virtually anything in a transactional context (goods, services, insurance, subscriptions, etc.) to be drastically streamlined. ~~In the case of a just-in-time product reseller, for example, a comprehensive product list is~~ updated electronically in real time or at regular intervals from various sources. A graphical Web interface allows a user to obtain a quote based on the product list. The quote is assigned a quote number and saved in the DBMS and may be retrieved and viewed at a later date. Based on the quote, a user with appropriate Web-verifiable authority may place an order on behalf of a company in accordance with a pre-existing agreement with the company. An employee of the seller, using the same DBMS, purchases product to fill the order. When the product is received, information regarding receipt of the product is entered into the DBMS. Orders are assembled, shipped and billed, all using the same DBMS. Customers can retrieve previous quote records and view order and shipment status via the Web. Customer invoices are automatically generated upon shipment. When a customer payment is received, details concerning the payment are entered into the DBMS. Vendor invoices and payments are also handled using the DBMS, and both customers and vendors can view payment status—invoice, credit (from returns), etc.—via the Web, allowing paper invoice copies to be dispensed with if desired. Returns are provided for and may be return of an entire piece of equipment or replacement of a

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warranted component part, and replacements may be electronically tracked. Vendor access is provided via the Web to all information required by the vendor to ensure the best vendor performance, including purchasing information, receiving information, expedite information and returns information. A truly integrated supply chain results, easily capable of global operation. All of the foregoing activities are tracked to enable an electronic employee (or vendor or customer) evaluation report to be generated. The resulting report is made accessible via the Web to the person (or entity) to which the report pertains and to supervisory personnel.

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